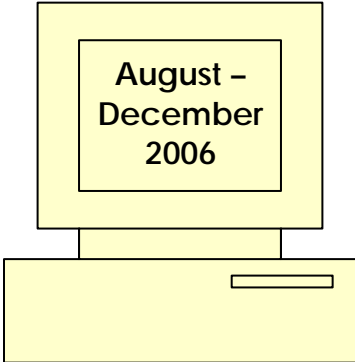


FALL Training Bulletin

Computer Skills Training
Human Resource Workshops



August –
December
2006



Featuring courses in...



- Windows XP
- Access 2002
- Excel 2002
- Word 2002
- Managing People: A Toolkit for Effective Leadership
- Personal Negotiation Skills: The Power of Influence
- Retirement Planning Program
- City of Milwaukee Website Workshop

Brought to you by the:

Training & Development Services Section
Department of Employee Relations (DER)
Phone: 286-3650
Email: jkamme@milwaukee.gov
<http://www.milwaukee.gov/der>



employee
relations

city of milwaukee, wisconsin

ENROLLMENT INSTRUCTIONS & PROCESS:

You **must** enroll using the following steps in order to be guaranteed a seat in the training.

1. Get your Supervisor's approval to attend.
2. You or your Supervisor should provide your department's Training Information Coordinator (*see pg. 8*) with the following information:
 - ☐ **Course Number**
 - ☐ **Course Title**
 - ☐ **Your PeopleSoft 6-digit ID Number**
3. **Do not** contact Training & Development Services directly to enroll yourself or others. **ALL enrollments** must go **directly** through your departmental Training Information Coordinator (*see pg. 8*). **Supervisors must also enroll themselves** or others **through** the Training Information Coordinator (*see pg. 8*). They should not contact Training & Development Services.
4. When a course reaches a minimum number of enrollments, participants will receive a confirmation letter via email directly from Training & Development Services (Judy Kammermann). Participants who do not have access to City email will receive a hard copy of the confirmation letter from their Training Information Coordinator (*see pg. 8*).
5. If a course in which you enroll is filled, you will receive an email message from Training & Development Services. Your name will be placed on a Waiting List. If there are enough participants on the Waiting List, another session of that course will be scheduled. Once scheduled, you will receive a confirmation letter.

6. If a course is canceled due to low enrollment, you and your Training Information Coordinator will be notified via email at least two weeks in advance. Again, if you do not have access to City email, your Training Information Coordinator will give you a hard copy of the Course Cancellation, or they will notify you directly.
7. Please **do not attend** a course unless you have been **confirmed** by Training & Development Services.
8. **NOTE!** Each course will have a Cancellation Date listed on the Confirmation Letter. **You must cancel your enrollment by that date.** If you do not cancel in time, or do not show up, your department may be billed for your registration fee. However, you may find a substitute to take your place (please let us know if you do).



IMPORTANT!!!

Employees using their Tuition Benefit to pay for the registration fee **do not** pay "out-of-pocket." The amount is automatically "deducted" from their Tuition Benefit Account. Please **DO NOT** use the Tuition Benefit Application as a means to enroll in a class. **To enroll, please follow the instructions listed above.**

COURSE #002: Windows XP Introduction

Date (#002): -----Wednesday, October 11

of openings:-----**THIS CLASS IS FULL.** Please enroll if you wish to be on the Waiting List.

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----Inacom Information Systems staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: General familiarity with a personal computer.

Upon successful completion of this course, students will be able to:

- ☐ Create a document by using WordPad
- ☐ Organize the contents of your hard drive by using Windows Explorer
- ☐ Create an efficient work environment by using the Control Panel and Accessibility programs
- ☐ Perform a variety of media tasks by using the Help and Support Center and Media Player
- ☐ Clean up your system by using My Computer and the Recycle Bin
- ☐ Find information on the internet by using Internet Explorer



Course #004/#004-A: Word 2002 Level 1

Date (#004): -----Thursday, October 19

of openings:-----**THIS CLASS IS FULL (see #004-A)**

Date (#004-A): -----Tuesday, October 31

of openings:-----6

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----Inacom Information Systems staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Windows 2000 or XP Introduction" class or equivalent experience.

Upon successful completion of this course, students will be able to:

- ☐ Create a simple document, save a document, use some automatic text features for entering text, and access online help
- ☐ Edit a document using a variety of techniques
- ☐ Change the appearance of a document by applying various character formats and effects
- ☐ Change the appearance of a document by applying various paragraph formats and effects
- ☐ Manipulate the layout of text by creating columns and adding a table
- ☐ Use Word's templates and wizards, proofing tools, and special characters to efficiently do your work
- ☐ Apply and remove formatting that affects entire pages, previews, and the printing of a document

Course #006: Word 2002 Level 2

Date (#006): -----Thursday, November 16

of openings:-----**THIS CLASS IS FULL.**

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----Inacom Information Systems staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Word 2002 Level 1" class or equivalent experience.

Upon successful completion of this course, students will be able to:

- ☐ Create and modify custom templates, apply existing styles, and create a custom style
- ☐ Enhance a table by merging table cells, sorting and calculating table data, and creating charts based on various table data
- ☐ Insert, Manipulate, and format graphic images
- ☐ Create a newsletter using columns, sections, and graphics
- ☐ Use Mail Merge Wizard to mail merge from letters, complete with mailing labels
- ☐ Create a Web page, create and edit a hyperlink, and enhance a Web page by applying themes
- ☐ Include comments in a document and compare and merge documents



Course #007/008: Word 2002 Level 3

Date (#007): -----Tuesday, October 10

of openings:-----**THIS SESSION IS CANCELED (see #008)**

Date (#008): -----Thursday, December 14

of openings:-----1

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----Inacom Information Systems staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Word 2002 Level 2" class or equivalent experience.

Upon successful completion, students will be able to:

- ☐ Create and distribute a form
- ☐ Automate tasks by writing and revising macros
- ☐ Create references to information in a document
- ☐ Prepare a document for publication
- ☐ Review documents based on feedback provided by other users
- ☐ Modify an HTML page in Word

Course #010/#010-A: Excel 2002 Level 1

Date (#010): -----Wednesday, October 18

of openings:-----**THIS SESSION IS FULL.** You may enroll still enroll so that your name is placed on a Waiting List.

Date (#010-A): -----Friday, October 20

of openings:-----**THIS SESSION IS FULL.**

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----*Inacom Information Systems* staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Windows 2000 or XP Introduction" class or equivalent experience.

Course content includes:

- ☐ Getting started with Excel
- ☐ Editing your worksheet
- ☐ Performing calculations
- ☐ Formatting
- ☐ Working with multiple worksheets
- ☐ Creating and modifying charts
- ☐ Setting page display and printing options



Course #012: Excel 2002 Level 2

Date (#012): -----Wednesday, November 15

of openings:-----**THIS SESSION IS FULL** You may enroll still enroll so that your name is placed on a Waiting List.

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----*Inacom Information Systems* staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Excel 2002 Level 1" class or equivalent experience.

Upon successful completion of this course, students will be able to:

- ☐ Use Excel and user-defined templates to create templates and workbooks
- ☐ Use a variety of share data by importing and exporting
- ☐ Use various functions and auditing features to create advanced formulas and audit worksheets
- ☐ Use PivotTable reports, PivotChart reports, and other analysis tools to analyze data
- ☐ Use Web features and comments to collaborate with others

Course #013/#013-A: Excel 2002 Level 3

Date (#013): -----Wednesday, December 13

of openings:-----**THIS SESSION IS FULL. SEE #013-A.**

Date (#013-A): -----Friday, December 15

of openings:-----4

Time: -----8:30 am – 4:30 pm

Location: -----Room B-6, City Hall

Instructor: -----*Inacom Information Systems* staff

Cost: -----\$198 - \$99 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Excel 2002 Level 1 and Level 2" classes or equivalent experience.

Upon successful completion of this course, students will be able to:

- ☐ Apply conditional formatting, add data validation criteria, customize menus and toolbars; create, edit and run macros. The student will also view data using the outline
- ☐ Create a workspace, consolidate data, view the consolidated data and link cells
- ☐ Protect your worksheet, workbook, add and remove file passwords, share your workbooks, set revision tracking, merge workbooks and track changes
- ☐ Chart non-adjacent data, modify embedded charts, and modify chart items, and add a trend line to your chart
- ☐ Create, change the order of, group, move and copy, and format graphic objects; insert and modify clipart

Course #025: Access 2002 Level 2

Date: -----Friday, November 17

Time: -----8:30 am – 4:30 pm

of openings:-----4

Location: -----Room B-6, City Hall

Instructor: -----*Inacom Information Systems* staff

Cost: -----\$198-499 per person, based on number of enrollments (minimum of 5)

Prerequisites: "Access 2002 Level 1" class or equivalent experience.

This class is designed for the student who wishes to learn intermediate-level operations of the MS Access program. The Level 2 course is for the individual whose job responsibilities include creating new databases, tables, and relationships, as well as working with and revising intermediate-level queries, forms and reports. It also introduces the student to integrating Access data with other applications such as Word or Excel. Course content includes:

- Planning a database
- Building the structure of a database
- Controlling data entry
- Finding and joining data
- Creating flexible queries
- Improving your forms
- Customizing your reports
- Expanding the reach of your data

COURSE #017: Managing People: A Toolkit for Effective Leadership

Dates: ----- 2 Fridays; November 3 & 10

of openings: --- 16

Time: ----- 8:30 am – 4:30 pm

Location: ----- Robert Anderson Lake Tower, 4001
S. 6th Street, 3rd Floor Training
Room; south of Howard
Avenue (parking is available
along 6th Street)

Instructor: ----- Mary B. Wacker, *MB Wacker
Associates*

Cost: ----- \$190 per person (participants must
attend **BOTH** days)

Management is the art of getting things done through others, the process of integrating people and activities. Leading in a rapidly changing environment requires a combination of big picture visioning capability and specific hands-on strategies for achieving results. This seminar will help you understand the unique challenges and opportunities of working with today's workforce, and provide you with the skills to position your department team for success. The Management Toolkit provides an opportunity for individualized feedback, consultation and application to your situation.

Special Feature: Through a Leadership Style Inventory, you will identify your predominant approach to communicating and managing; how to flex your style; and how to position your leadership for impact.

This course is presented for managers and supervisors as well as those who have lead worker responsibilities.

In this program we will cover:

- ☐ What motivates today's workforce
- ☐ How to gain optimal results by matching management strategies and techniques with the needs of your team members
- ☐ Strategies to capitalize on strengths (both yours and your team members)
- ☐ How to address development needs
- ☐ How to establish a system of accountability that works
- ☐ How to build collaboration between teams and individuals
- ☐ How to take a leadership role in resolving workplace problems

Course #018: Personal Negotiation Skills – The Power of Influence

Date : ----- Tuesday, October 3

of openings: --- 14

Time: ----- 8:15 am – 4:30 pm

Location: ----- Robert Anderson Lake Tower, 4001
S. 6th Street, 3rd Floor Training
Room; south of Howard
Avenue (parking is available
along 6th Street)

Instructor: ----- Mary B. Wacker, *MB Wacker
Associates*

Cost: ----- \$95 per person

Where do you need to have influence in your work?

The ability to communicate persuasively is a core skill in effective leadership. How can you handle coworkers and external business contacts, gain support for your ideas, and influence the views and actions of others? Your personal credibility helps to determine the direction of your professional relationships as well as your results.

In this program, we will identify the core elements of influence, how emotional intelligence improves your ability to assess situations and respond to others, and how to handle difficult people and situations. We'll learn specific strategies to:

1. Listen proactively
2. Ask powerful questions
3. Advocate for your views and solutions
4. Implement unpopular decisions
5. State your interest versus your position
6. Increase your personal credibility



Get Training Bulletins Through E-Notify

If you wish to automatically receive DER's Training Bulletins, sign-up for the E-Notify Newsletter. Subscribers will receive a PDF copy of the current "Bulletin of Courses" (posted 3 times per year), as well as notices of miscellaneous training programs not posted in the Bulletin. Go to <http://www.milwaukee.gov/der> and click on "E-Notify Newsletter" for more information.

#024: Retirement Planning Program

Date (#024):..... Friday, November 17

of openings: 50

Time: 8:00 am – Noon

Location: Centennial Hall of the Milwaukee
Public Library – Loos Room, 733 N.
8th Street

Cost: FREE

This program is for regular City civilian and non-sworn personnel only, and not for Milwaukee Public Schools (MPS) employees.

All too frequently, employees do not begin to learn about the various aspects of retirement until it's too late...after they have already retired. This retirement information program will serve as a planning vehicle for employees nearing retirement.

This 4-hour seminar will include an **overview** of benefits and services available to retired employees. Topics covered are:

- Pension, including a Question & Answer session
- Life Insurance benefits
- Health & Dental insurance benefits
- Social Security benefits
- Deferred compensation

The presenters of these topics will include representatives from:

- Employee Benefits Division, Department of Employee Relations
- [Employees' Retirement System](#)
 - o **REMEMBER!** Employees planning on retirement should ask for a pension benefit estimate at least **six months prior** to retirement. Employees planning on retirement must make an appointment with a pension counselor 30-90 days prior to the last day on the payroll.
- [Social Security Benefits consultant](#)
- [National Deferred Compensation Inc. representative](#)
 - o The Deferred Compensation program is an independent financial operation with no direct connection with the City's pension benefits. Any questions concerning this benefit should be directed to the Deferred Compensation Plan Administrator.

CITY OF MILWAUKEE WEBSITE WORKSHOP

This hands-on workshop will familiarize the employee with the City of Milwaukee's website.

Topics covered include:

- ▣ *How to request services from the City (E-Service Request);*
- ▣ *How to get City notifications (E-Notify);*
- ▣ *How to gather crime statistical information in your area (COMPASS); and,*
- ▣ *How to pay your Property Taxes and other fees (E-Pay)*

Date: *(please choose one)*

- ▣ Tuesday, October 17; 10:30 am – Noon
- ▣ Thursday, November 2; 1:30 – 3:00 pm

Location:	Room B-6, City Hall
Instructor:	Ron Pounds, DOA-ITMD
Cost:	Free
To Enroll:	Call Ron at 286-3661, or send an email to rpound@milwaukee.gov .

To enroll in **ALL** other courses listed in this Bulletin, please see
Page 2 for instructions.

Training Information Coordinators

(revised 7/06)

DEPARTMENT	NAME	EXT.	LOCATION
Assessor	Amy Stenglein	3110	CH, Room 507
City Attorney	Barbara Woldt	8822	CH, Room 800
City Clerk	Kathy Mollica	2236	CH, Room 205
City Development	Ethel Luebbe	5890	809 Bldg, 2 nd Floor
	Todd Slusar	5939	809 Bldg, 3 rd Floor
City Treasurer	Jason Bahr	2208	CH, Room 103
Comptroller	Diane Marek	2305	CH, Room 404
Deferred Compensation	Elaine Bieszk	5541	CH, Room 103-P
Election Commission	Denise Walton	5995	CH, Room 501
Employees' Retirement System	Don Mannery	2181	CH, Room 603
Fire Department	Julie Ann Schleifer	5289	6680 N. Teutonia Ave.
Health Department	Shaira Hanif	3383	MB, 3 rd Floor
Library	Kelly Nieves	3898	814 W. Wisconsin Ave.
	Judith Zemke	3028	
Mayor's Office	Patricia Stawicki	3534	CH, Room 201
Municipal Court	Clarice Hall Moore	3820	951 N. James Lovell
Neighborhood Services	Todd Weiler	3214	MB, 1 st Floor
Police Annuity & Benefit Fund	Bonnie Stahl	2111	CH, Room 605
Police Department	Sgt. Duane Hanson	7964	6680 N. Teutonia Ave.
Port of Milwaukee	Donna Luty	3511	2323 S. Lincoln Mem. Dr.
Department of Administration:			
Budget & Management	Crystal Ivy	3449	CH, Room 307
C.D.G.A.	Dawn Hoogland	3822	CH, Room 606
I.T.M.D.	Lisa Olive	2336	809 Bldg., Room 400
Intergovernmental Rel. Div.	Mary Olinger	5584	CH, Room 606
Business Operations	Winona Marshall	3612	CH, Room 601
Department of Public Works:			
Administration/Tow Lot	Patricia Hooker	3703	MB, Room 516
Infrastructure Services	Marjorie Jones	2407	MB, Room 701
Water Works	Malvinia Wyatt-Blalock	2805	MB, Room 409
Operations Division:			
Administration	Mary Beth Makowski	3408	MB, Room 602
Facilities Management	Gary Kulwicki	3409	MB, Room 602
Fleet Services	Kathy Baily	2261	2142 W. Canal St.
Forestry Section	Claudia Whittow	3597	MB, Room 619
Operations Section	Wayne King	2705	2142 W. Canal St
Sanitation Section	Nicole Walter	3723	MB, Room 620